

# Pharmacy Refills

as easy as 1-2-3

## Before you order a refill:

- Make sure you have refills left. The refill numbers are on the top **right** of the label that is on your prescription bottle, box or container.

Example: “1 of 3” means this is your **FIRST** refill, and you have 2 refills left;

“2 of 3” means this is your **SECOND** refill, and you have 1 refill left.

“3 of 3” means this is your **THIRD** refill, and **you have 0 refills left**

- Make sure your prescription is **NOT** over a year old. **Other rules** may not let you order a refill. Ask your pharmacy staff member if you are not sure!



**For Health Questions** or if the auto med service will not accept your prescription refill request, you will be asked to **CONTACT TELCARE** at 456-1890 or toll free at 1-866-835-5273.

## **1. Order refills by Internet on your home computer.**

The web address is [www.myhealth.va.gov](http://www.myhealth.va.gov), My Healthy Vet web page. This is the *fastest way to order!* Using this automated system lets our pharmacists provide *better and faster* service to *you and your fellow veterans*.

## **2. Order by using our FREE Touch-tone phone system from home or from outside the Oklahoma City pharmacy:**

Have your **prescription number(s)** and **full social security number (SSN)** ready.

- Dial toll free **1-800-694-8387** or **456-1610** for **local** calls.
- After the phone greeting, enter your **full SSN**, then press the “#” key.
- At the next message, press “2” to reach pharmacy prescriptions.
- At the next message, press “1” to order a refill.
- Enter the prescription *numbers* highlighted in yellow in the top, left corner of your prescription label: **DO NOT** enter any *letters* that may be at the end of the prescription #.

- f. Repeat steps d. and e. for any additional refills.
- g. When you hang up, your refill(s) are ordered!
- h. At any time if you make a mistake hit the # key and you will start at the beginning again

***\*\*\*If you have trouble using the phone ordering system or just want to ask questions, please stop by the pharmacy at your next visit!\*\*\****



### **3. USE A STAMP & ORDER BY MAIL**

- a. Use the address label and refill slip provided with your prescription.  
**The refill slip has the BARCODE on it.**
- b. If you cannot find your refill slip with the BARCODE markings:  
clearly print on a blank piece of paper your  
Name + Social Security Number + Prescription(s) number.  
Mail this information to:

**Pharmacy Service (119)**  
**Oklahoma City VAMC**  
**921 N.E. 13<sup>th</sup> Street**  
**Oklahoma City, Ok 73104-5028**



### **3. USE THE DROP BOX IN FRONT OF PHARMACY**

Place your refill slip or paper in this box. We check daily!

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#### **DON'T FORGET: Order refills early!**

**You can order your refill(s) AS SOON AS you receive your last one.**

**You should not run out of your medication, if you order your refill(s) AT LEAST 14 DAYS before you run out.**

- The computer keeps track when you need your next refill and sends it to you **BEFORE** you run out.
- Ordering this early is **ONLY GOOD** for medications you take **the same way** every day.
- If you think your doctor will change your medication in any way, please wait to make sure you need this refill before ordering the next one.

**\*\*\*All refills are mailed from our facility in Murfreesboro Tennessee or Lancaster Texas!\*\*\***



No matter which way you order your refill, you can  
**check your refill order status** by phone!

Just use the telephone numbers on the front page and  
follow directions to check when your prescription was mailed.